

## **MANAGING THE SELECTION OF PERFORMANCE INTERVENTIONS IN A CONTACT CENTER**

### **ABSTRACT OF THE DISCLOSURE**

5                   Managing the selection of performance interventions, such as  
training sessions, for delivery to agents in a contact center, such as a call service  
center benefits the operations of the contact center. Managing performance  
intervention selection can include selecting performance interventions according  
to the state of the contact center. State can be a monitored or a forecast  
10 performance of the contact center. Contact center performance meeting a  
management input criterion can trigger the selection of specific performance  
interventions. Performance interventions can be prioritized. When contact center  
performance is poor, high-priority interventions can be preferentially selected over  
less important interventions. In coordination with selecting performance  
15 interventions, agents can be selected to receive interventions based on ranked  
performance or need.